

April 2003

If Rumors Were Horses

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Against the Grain

"Linking Publishers, Vendors and Librarians"

ISSN: 1043-2094

Retention of Print

by **Rosann Bazirjian** (Assistant Dean for Technical & Access Services, University Libraries, The Pennsylvania State University, 507 Paterno Library, University Park, PA 16802-1812; Phone: 814-865-0404; Fax: 814-865-3665) <rvb9@psulias.psu.edu>

I am pleased to be serving as Guest Editor of this issue of *Against The Grain*. **Katina** first asked me, nearly a year ago, if I would consider editing an issue on whether or not we should discard print titles in favor of electronic. I agreed, knowing that there would be no shortage of excellent papers on this particular topic. And I was right! This issue of *ATG* will showcase five thoughtful and creative papers on this topic.

Thomas Peters addresses this issue from the consortia perspective. He describes three collaborative print retention pilot projects (Committee on Institutional Cooperation, Center for Research Libraries, **University of California System**). **Tom** claims that the challenge with print retention is to manage a large body of printed information that appears to be losing value to the user population.

John McDonald focuses his paper on the considerations that libraries should take into account when debating print retention issues. When considering the benefits of not retaining print issues of journals that are available electronically, libraries must examine "money," "time," and "space." In addition to these issues, a library must explore their archival responsibility, personnel needs, reputation and restorability. **John** claims that the most important issue for a library to consider is to weigh its future ability to restore collections that have been cancelled, if there is ever a future need for them.

Mark Rowse focuses on the evolving environment and its effect on the factors affecting the ratio of print to electronic holdings. New purchasing and publishing models, user preferences, networked environments and the larger issues of cost and bud-

geting, have created what he refers to as the "hybrid environment." Duplication issues, storage, binding and space costs are also addressed in this paper.

Don Jaeger approaches this topic from the perspective of a vendor who believes that paper copy will prevail for at least the next fifty years. He feels this way because copyright issues surrounding electronic access still remain unresolved; there are unsettled technologies surrounding electronic; accreditation models at universities that still favor paper; publishers still derive a high percentage of income from print; and, archiving issues surrounding electronic access are still unresolved.

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If Rumors Were Horses

Look y'all. **BACK TALK** is back! See this issue, p. 94. In the meantime, **Tony Ferguson**, the magnificent, is currently president of the **Hong Kong Library Association**, head of the **Pacific Rim Digital Library Alliance**, chair of the collaborative collection development group, not to mention lots of other things I don't know about as well as head of the **Hong Kong University Library** and **Back Talker** extraordinaire. Whew!

I am so sorry that I neglected to tell y'all that the wonderful **Alfred Jaeger** had two sons! **Glenn Jaeger**, President of **Absolute Backorder Service, Inc.** <jaeger@absolute-inc.com> in Wrentham, MA was his second beloved son.

Well, y'all, if you notice something that I have left out of **Rumors** that you wish I had put in, PLEASE tell me <strauchk@earthlink.net>. Like, I totally forgot to tell y'all about the acquisition of **Norman Ross Publishing** by **ProQuest** back in November, 2002! Oops! **NRP** (originally operating as "Clearwater Publishing"), with approximately 22 employees, has been producing microfilms in more than 30 countries for the better

part of 30 years. As part of the integration, both **Robert Lee** and **Norman Ross** have joined the **ProQuest** staff. **Norman**, operating out of New York, will serve as **Executive Director of UMI**. **Robert**, relocating to Ann Arbor, formerly **Vice President of NRP**, is **Director of UMI Publishing**, with responsibilities for a wide range of microform and print products from both **UMI** and **Norman Ross Publishing**. The full content of **NRP's** microform products will be integrated into appropriate subject disciplines within the **UMI** family of products. **Norm** writes, "After completing the sale of my company, I noted that the first trip of my business career, in 1965, was to visit the first microfilm operation of **Bell & Howell**, which today is known as **ProQuest**." Sounds prophetic. <http://www.nross.com/old/letter.htm>



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From Your (cleaning up) Editor:

It's not quite spring yet but, I want to rush it up since we have had such a horrible winter. So, I have been cleaning up. Everyone around me is amazed. My office at work is clean (for me). My study at home where I work on *ATG* is clean (ditto). I am even cleaning out my clothes closets and omitting stuff that I can't wear anymore. Hmmm ...

This issue of *ATG* is on the **Retention of Print** and is guest-edited by **Rosann Bazirjian**. We have papers by **Tom Peters**, **John McDonald**, **Mark Rowse**, **Don Jaeger**, and **Robert Alan** and **Nan Butkovich**. There are interviews with independent publisher **David Dekker**, as well as **Rick Lugg** and **Ruth Fischer's** interview with **Sara Randall**, and **Harry Samuels** on **Open URL Linking**, and **Bruce Strauch's** interview with the **Copyright Clearance Center** about the **Copy Shop Lawsuits**. There are **People Profiles** for two of this issue's authors, **Nancy Butkovich** and **Angi Faiks** as well as profiles for **Roger Press** and **Joe Lee** who both have an interview which will appear in the June issue of *ATG*. Our **Publisher Profile** this month features **Marcel Dekker, Inc.** And of course,

we have the usual wonderful columns by our *ATG* regulars like **Tom Gilson's From the Reference Desk** and **Book Reviews** from **Debbie Vaughn** and **Heather Miller**, a **Devil's Advocate** by **Robert Molyneux**, **Desperately Seeking Copyright** by **Edward Collieran** and even more on contracts and copyrights in our **Legal Issues Section** by **Bruce Strauch**, **Bryan Carson** and **Laura Gasaway**. And last but not least, be sure to read **Ned Kraft's Adventures in Librarianship** way back on p.93; it's sure to be an crowd pleaser.

Gotta get back to the cleaning. My husband just stacked a load of mail on my computer table. In the meanwhile, happy reading and stay safe.

— Yr. Ed. 



Letters to the Editor

Send letters to <strauchk@earthlink.net>, phone or fax 843-723-3536, or snail mail: **Against the Grain**, MSC 98, The Citadel, Charleston, SC 29409. You can also send a letter to the editor from the *ATG* Homepage at <http://www.against-the-grain.com>.

Dear Editor:

I was recently reading **Mark Herring's** "The Future of the Book" issue of *ATG* (v.14#6, December/January 2003) and that made me think of a couple of great authors who had this to say (below) about reading and books.

Marcel Proust, "Remembrance of Things Past," Vol. III, writes: "... reading teaches us to take a more exalted view of the value of life, a value at the time we did not know how to appreciate and of whose magnitude we have only become aware through the book." and **Henry Thoreau**, "Walden," in a chapter on "Reading," writes: "To read well, that is, to read true books in a true spirit, is a noble exercise, and one that will task the reader more than any exercise which

the customs of the day esteem. It requires a training such as the athletes underwent, the steady intention almost of the whole life to this object. Books must be read as deliberately and reservedly as they are written."

I can happily report that every time my wife **Linda** and I visit our local library, and every time we stop by a nearby **Borders Bookstore** we see these places filled with a broad spectrum of kids and adults, who are avidly perusing books of all kinds. I'd like to believe that **Henry** and **Marcel** would be delighted to see scenes such as this!

All the best,

John Long

(Consultant)

<john-long@worldnet.att.net> 

Rumors from page 1

And, you know, I remember meeting **Norman Ross** in the company of another old timer, **Fred Lynden** <Frederick_Lynden@Brown.edu>! And, coincidentally, Fred and his lovely wife **Irina**, are planning that interview with **Vladimir Zaitsev** that I told you about in February, p.14! Fred says we should have the interview for the June issue! Pretty copacetic!

The awesome **Lynn Silipigni Connaway**, Ph.D., Division Vice President, Research and Library Systems, **netLibrary**, is currently working with **OCLC Research (OR)**. She is sharing her time between the two **OCLC** Divisions. Before joining **netLibrary**, Lynn was the director of the **Library and Information Services Program** at the **University of Denver**. She was also on the faculty of the **School of Library and Information Science** at the **University of Missouri-Columbia**. Lynn is continuing to work with **netLibrary** and its participating libraries to collect and analyze **eBook usage data** to better understand how **eBook** content is being used. She is also working with colleagues in **OR** on a **comparative collection assessment project** that includes an **ILL usage data study** and a **WorldCat holdings collection assessment project**. The **ILL borrowing patterns** of selected **ARL** libraries will be identified. These **ILL statistics** will be compared against the **netLibrary** collection. The **collection assessment project** will include analyzing and comparing aggregate holdings data for **ARLs**, **academic non-ARLs**, and **public libraries**. Titles and their intellectual levels, subjects (using the **conspectus**), and publishers will be identified for each type of library. These projects will provide information to **OCLC** member libraries to aid collection development and resource allocation decision-making.

And, speaking of **eBooks**, **Elsevier** is launching an **eBook** program with **netLibrary**. Through the new alliance, **netLibrary** will create electronic versions of more than 300 **Elsevier** titles during 2003 and

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AGAINST THE GRAIN DEADLINES VOLUME 15 — 2002-2004

| Event | Issue | Ad Reservation | Camera-Ready |
|-----------------------|-----------------|----------------|--------------|
| ALA Annual, AALL | June 2003 | 04/09/03 | 04/30/03 |
| Reference Publishing | September 2003 | 07/09/03 | 07/30/03 |
| Charleston Conference | November 2003 | 09/17/03 | 10/08/03 |
| ALA Midwinter | Dec. 03/Jan. 04 | 10/29/03 | 11/19/03 |

FOR MORE INFORMATION CONTACT

Edna Laughrey, Ads Manager. Address: 291 Tower Drive, Saline, MI 48176; Internet: elaughrey@aol.com; Phone: 734-429-1029; Fax: 734-429-1711.

Rumors from page 6

make them available to library patrons via the **netLibrary eBook catalog**. http://www.netlibrary.com/about_us/company_info/press_releases/january242003.asp

The capable **Carol Pitts Diedrichs** <diedrichs.1@osu.edu> has been named dean of libraries at the **University of Kentucky**. The appointment, pending approval of the UK Board of Trustees, is effective July 1. Carol, assistant director for technology services and collections at **Ohio State Libraries**, will oversee UK Libraries, including the **William T. Young Library**, the **Chandler Medical Center Library**, the **College of Law Library**, the **Lucille Caudill Little Fine Arts Library** and **Learning Center**, the **Margaret I. King Library**, and other units. A faculty member at **Ohio State** since 1987, Carol became a full professor of library science last July. She has published scholarly work in numerous professional and academic journals, and in 2001 she was selected as a participant in the **University of California at Los Angeles Graduate School of Library and Information Services' Senior Fellows Program**. She received the **2000 Presidential Citation** and the **1999 Leadership in Library Acquisitions Award** from the **Association of Library Collections and Technical Services of the American Library Association (ALCTS/ALA)**. Carol earned her bachelor's degree in library science from **Baylor University** in 1980 and her master's degree in library science from the **University of Texas at Austin** in 1981.

Joan Gotwals has announced her retirement and will leave **Emory** at the end of the summer to take care of family obligations in Philadelphia where she is from. She has been at **Emory** for 14 years. A search committee is being set up to look for a replacement. Prior to coming to **Emory**, **Gotwals** spent 26 years working in the library system of the **University of Pennsylvania**, where she earned bachelor's, master's and doctoral degrees in political science. **Emory Libraries** encompasses the central library, health sciences, law, theology, math and science and **Oxford libraries** and covers 299 staff positions. About 170 people are employed by the **Woodruff Library** alone. For more information see "Libraries director **Gotwals** to retire at year's end" by **Eric Rangus** <erangus@emory.edu>. http://www.emory.edu/EMORY_REPORT/erarchive/2002/December/erDec.9/12_09_02gotwals.html

Turns out that the energetic **Rick Anderson** <rickand@unr.edu> is working on a book for **Neal Schuman** on vendor relations. Several years back, you will all remember that Rick wrote an article for **ATG** called "How to Make Your Book Vendor Love You." (see **ATG**, v.10#2, April 1998, p.68-70). He is adapting and expanding much of that article for the book. We will look forward to getting a copy of the book to review, **Rick**, and just remember, y'all out there, that you read it FIRST in *Against the Grain*!

Speaking of reading *Against the Grain*, I recently received a copy of the **OCLC Library & Information Center Report** prepared by the

OCLC Members Council (February, 2003). The report "presents data and forecasts about information format trends that will likely shape the information landscape of the future." Anyway, I want you to know that *Against the Grain* was quoted many times along with *The Charleston Report*. Like I told you, you read it FIRST in **ATG**!

The fantastic **Heather Miller** wrote a review of **Stephen Windwalker's** new book, *Buying Books Online: Finding Bargains and Saving Money with Bookstore Stores, Amazon Marketplace, and Other Online Sites* (ISBN 0971577846, trade paperback, \$15.95), **Harvard Perspectives Press**. See this issue, p.71-72. <http://www.onlinebookselling.net/> and <http://www.onlinebookselling.net/buyers.htm>

Learned the sad news courtesy of *The New York Times* (March 13, 2003) of **Howard Fast's** death. "Howard Fast, Best-Selling Novelist, Dies at 88," by **Mervyn Rothstein**. Mr. Fast, who wrote over 80 books and sold his first short story at the age of 17, once commented: "The only thing that infuriates me is that I have more unwritten stories in me than I can conceivably write in a lifetime." Our very own **Barry Fast** is his nephew. <http://www.nytimes.com/2003/03/13/obituaries/13FAST.html?ex=1048579319&ei=1&en=1703098c538e2c48>

xrefer has a new content selection system for **xreferplus**. This new system allows customers to choose the titles included within their subscription, giving libraries the choice and flexibility to meet their own individual information requirements. **xrefer's** decision to move away from the traditional product-led approach of information suppliers to a more customer-led model is the result of a long-standing series of consultations with the library and information science community. Subscribers to **xreferplus** currently receive access to a set collection of 100 reference books provided by a 27 leading publishing brands. With the release of the new content selection system, **xreferplus** customers will be able to select the subscription option and content selection that best suits their needs. Two options will initially be offered; **xreferplus100** and **xreferplus125** which will allow subscribers to select 100 or 125 titles from an expanded content roster. For more information, visit <http://www.xrefer.com>.

Alexander Street Press will collaborate with **The Center for Women's History** at **SUNY Binghamton** to create a new Website dedicated to the study of women and social movements. The new Website will be built around the existing Women and Social Movements Website, created and directed by **Thomas Dublin** and **Kathryn Kish Sklar**. "Much of the existing free site will remain freely available. Through our new partnership with Alexander Street, we're able to add 25,000 pages of proprietary material immediately and then grow the project year by year," said Dublin. "Our thirteen-person editorial board of scholars from across the country will assist us in creating new document projects and in selecting additional primary sources for the site." Women and Social Movements currently contains approximately 1,000 primary documents together with more than 35 documentary essays, lesson

plans, and related material. Beginning in September, the new, jointly produced site will contain more than 22,000 pages of primary documents, together with a comprehensive bibliography, new documentary essays, and related material. The expanded project will use Alexander Street's Semantic Indexing to enhance access and searching—by subject, place, date, author and numerous other fields. For more information, email sales@alexanderstreet.com.

Copyright Clearance Center (CCC) and five publishers—Elsevier, University of Chicago Press, MIT Press, Sage Publications and John Wiley & Sons—have filed suit against **Paradigm Books**, **Paradigm Course Resource** and **Notes & Quotes**. These copy shops, located in Austin, Minneapolis, and Champaign, IL, respectively, have been producing unauthorized coursepacks for courses taught at the University of Texas, Texas A&M, University of Minnesota and University of Illinois. This suit is one of a series of cases coordinated by CCC. See our interview, this issue, p.62-63.

Had an absolutely fantastic visit with **Al McClendon** and **Nicki Carter** <Ncarter@majors.com> (**Majors**) in Dallas in February. And a few days later, guess what, Nicki became a grandma! **Jace Patrick** is the new member of the family. Nicki says he's got long fingers and hopefully he'll consider being another Mozart, Van Cliburn, or a brain surgeon!

The **Scholarly Publishing and Academic Resources Coalition (SPARC)** has produced and is distributing at no charge the new **SPARC Institutional Repository Checklist & Resource Guide**, a manual detailing the issues that institutions and consortia need to address in implementing an institutional repository. The Web-based publication is available at http://www.arl.org/sparc/IR/IR_Guide.html and may be printed out and distributed freely. The resource guide complements and expands on **SPARC's** recent position paper, "The Case for Institutional Repositories," available at <http://www.arl.org/sparc/IR/ir.html>

The **Macmillan Group** and **Oxford University Press (OUP)** have agreed to the transfer of all **Grove Music** and **Art** business to **OUP** with immediate effect. Both parties are working together to ensure a smooth transition. <evansri@newgrove.co.uk>.

The peripatetic **Bob Molyneux** (he told me he wanted me to describe him that way, really!) seems to be seriously settling in to his job at **NCLIS**. Bob says his cats are doing well and he is trying to get used to all the snow. In the meantime, read his *Devil's Advocate*, this issue, p.72.

Forgot to tell y'all that I ran into the fantastic **Peter McCallion** (once at **NYPL**) (he doesn't look a day older than he did 15 years ago! I hate him!) in Philly in January. He is doing very well and, of course, is still working! When I think of retiring, I wonder what I'll do in my second life. How about you?

Remember **Chris Schneider**? He used to be at **Gordon & Breach**, way back when. Well, he is now at Elsevier.

The really neat **Kirsten Steele** is the new Acquisitions Librarian at the **Citadel**. We welcome her.

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Take a closer look at....

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Rumors from page 8

Had tea and crumpets with **Rick Lugg** and **Ruth Fischer** recently. Did you know that he's from Land's End? He and Ruth recently took **Emily** and **Lincoln**, 15 and 18 respectively (I hope I got that right; if I didn't I'll bet I hear about it!) over to see Dad's old homestead. Sounds delightful.

The **pending reauthorization** (or failure to reauthorize) of the **ERIC system** is a source of concern for librarians and education faculty. **ERIC clearinghouse** contracts expire in December 2003, and the **ERIC support contracts** end in December 2004. The **Department of Education** has not made an announcement of a competition schedule for **ERIC**. However, all contract announcements, including competition schedules and statements of work, will be published at <http://www.fedbizopps.gov>. For further information, visit <http://www.lib.msu.edu/corby/education/eric/> maintained by **Kate Corby** <corby@msu.edu> (Education and Psychology Bibliographer, Michigan State University Libraries). The bill which passed the last Congress and reorganized huge portions of the **Department of Education** is PL 107-279. Available on Thomas with summaries and links from its original bill number: <http://thomas.loc.gov>

EBSCO Industries, Inc. has executed definitive agreements to acquire the U.S. operations of **RoweCom, Inc.** (RoweCom) which includes the operations of **Dawson, Inc.**, **Dawson Information Quest, Inc.**, **The Faxon Company, Inc.**, **Turner Subscription Agency, Inc.**, **McGregor Subscription Service, Inc.**,

and **Corporate Subscription Services, Inc.** The acquisition is contingent on, among other things, (1) U. S. bankruptcy court approval, (2) successful closure by **EBSCO** of its acquisition of **RoweCom's** European operations, and (3) support of publishers representing at least 50 percent of the aggregate monetary amount paid to **RoweCom** by customers which was not subsequently forwarded on to publishers on behalf of these customers. U.S. bankruptcy court approval is expected by early April. **EBSCO** expects to receive French regulatory approval and close the **RoweCom Europe** acquisition in two to three weeks. The publisher support contingency could be satisfied even sooner. For further information, visit <http://www.ebsco.com/home/whatsnew/rowecomusa.asp>. Even more information including frequently asked questions and answers will be available shortly on the **RoweCom Website** at www.faxon.com and on the **Kurtzman Carson Consultants, LLC. Website** at www.kccllc.net/rowecom. Further information regarding the ad-hoc committee, its efforts to date and its recommendations to publishers and libraries, may be obtained by registering at the ad-hoc committee's Website at <http://groups.yahoo.com/group/rowecomcreditors>.

Also, **EBSCO Industries, Inc.** has executed a definitive agreement to acquire the **Australian operations of RoweCom, Inc. (RoweCom)**. For further information, visit <http://www.ebsco.com/home/whatsnew/press.asp>. <http://www.kccllc.net/rowecom>

On another front, **EBSCO Information Services**, partnering with **Ex Libris**, now provides the invoice data and format specifica-

tions that allow libraries using the **ALEPH500** system to load **EDIFACT serials invoices** from **EBSCO**. An interface between the two systems allows **EDIFACT** invoice files to be transmitted to the customer via Internet File Transfer Protocol (FTP). www.ebsco.com or www.exlibrisgroup.com.

Speaking of which, on March 10, **Ex Libris** announced that **Carl Grant**, President, of **Ex Libris USA**, has resigned to pursue other opportunities. "We are actively looking for the next president of **Ex Libris (USA)**," said **Azriel Morag**, Chairman, "and given the importance of the North American market to our business, we wish to make a careful choice. We wish Carl continued success." "It is with great sadness that I leave behind the customers and staff of **Ex Libris (USA)**," said **Carl Grant**, "this is a company with excellent products and people and together we've accomplished a great deal. I'm very proud of that." The company announced that **Oren Beit-Arie**, currently the **Managing Director of the Information Services Division**, has been named the **acting President of Ex Libris (USA)**, effective March 31st. www.exlibris-usa.com

Considering the unfavorable economic climate, the shareholders in **Royal Swets & Zeitlinger Holding** have in consultation with the Executive Board decided to stop the sale of the company. The process of selling the shares in the company has been running for a considerable time. The Supervisory Board and the Executive Board endorse this decision. The ambitions and strategy of **Royal Swets & Zeitlinger Holding** remain unchanged. The Executive Board of **Swets & Zeitlinger Holding** expects that the company will be able to report an increase in turnover in 2002 of more than 4% and an increase in net profits in 2002 of more than 30% compared to 2001. Final results will be published in June, 2003. www.swets.nl.

This is from the **New York Times**, 3/13/2003 — "Several Suitors Bid for AOL Time Warner's Book Division" by **David D. Kirkpatrick** — **AOL Time Warner** needs to pay off some of its debt and was hoping to sell **Warner Books** and **Little Brown** for \$400 million. But **HarperCollins** has dropped out. Some of the bidders still in the running include the **Random House** unit of **Bertelsmann** and the British bookseller **W. H. Smith** as well as the **Penguin books** division of the British media company **Pearson** and a group led by the financier **Frank H. Pearl**, founder of the **Perseus Books Group**. <http://www.nytimes.com/2003/03/13/business/media/13BOOK.html>

Serials Solutions has formed a partnership with **Endeavor Information Systems**. This partnership will enable libraries to customize holdings data found in their **Endeavor LinkFinderPlus Knowledge Base linking system**. "Libraries expect OpenURL link resolvers to have accurate data that's easy to maintain," commented **Steve McCracken**, Co-founder and President of **Serials Solutions**. **Serials Solutions** provides libraries with an XML file of holdings data that is loaded into **LinkFinderPlus**. Once loaded, the XML file will customize existing data found within the

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Rumo(u)rs from Paddington

by **Daryl Rayner** (Marketing Director, xrefer; Phone: +44 (0) 20 7479 9204; Fax: +44 (0) 20 7479 9212) <daryl@xrefer.com> www.xrefer.com; www.xreferplus.com

Today is **World Book Day** and as I write from my office in Paddington, I'm left wondering whether there are flurries of activity in libraries throughout the world. I do hope so. The official **World Book Day** Website for the UK and Ireland (<http://www.worldbookday.com/default.asp>) details all the events planned today. I am impressed to see that there is a **World Book Day Online** festival events programme (<http://www.worldbookdayfestival.com/>) with opportunities to download short videos of interviews with authors and get involved with "live chat." Each schoolchild will today receive a pound book token. I wonder whether any "playground consortia groups" with purchasing power will form. Give them time.

This month the **London Book Fair** takes place at Olympia (16th-18th March) and in Birmingham (25th-27th March), we have the **Internet Librarian** meeting (<http://www.internet-librarian.com>). At the **Internet Librarian** event there are a range of workshops offered on Survival Skills for **Internet Librarians**. They look particularly interesting. It promises to be a busy and lively event. We are spoiled with library related meetings this Spring as we also have the **Library and Information Show** to look

forward to (30th April and 1st May), this time at **ExCel** in London. There is a chance to "meet the authors" and, in this case, it is **Roger McGough** and **Joanne Harris**. I will be interested to attend **Deborah Radden** speaking about project **Will: What's in London Libraries** and **John Dolan** speaking about the New Library in Birmingham. I will report back on these two meetings.

I hear that **The People's Network**, the project to connect all public libraries to the Internet, and **learnDirect**, a scheme to provide learning online and information services, have jointly launched an information initiative for public libraries in England. The new facility available on **The People's Network** Website enables all public libraries to introduce their users to **learnDirect** and the many online learning opportunities it provides (<http://www.peoplesnetwork.gov.uk>). I also note from the **BBC** Website, <http://news.bbc.co.uk/1/hi/scotland/2816775.stm> that there is a major project underway to bring free access to the Internet and online services across Scotland. It says of the project that it is a "£11.5 million scheme that signals the most radical shake-up of the country's public libraries in its 150 year history." All 557 libraries in Scotland will be linked online and offer free Internet access

by the end of March. I look forward to my next trip to Edinburgh!

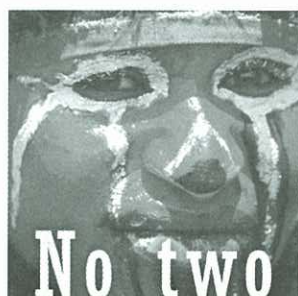
It's a delight to see that **Penguin** has relaunched its **Penguin** classics for the first time in eighteen years (<http://www.penguin.co.uk/>) and to celebrate, they are offering individuals the opportunity to replenish their stocks with a 3-for 2 offer.

I am also intrigued to see that the proceedings from the **Old Bailey London** from 1674 to 1834 are now all available online at <http://www.oldbaileyonline.org/>. I hope I don't find any ancestors mentioned!

Other news, I hear that **David Murray**, the first Director of the **LLDA (London Libraries Association)**, is leaving the **LLDA** to be Divisional Director, Culture and Community at the **London Borough of Newham**. The job advertisement for his replacement mentions that the ideal candidate must have "an empathy with library services!!"

The **Duke of Devonshire** has launched an appeal to raise £3 million to preserve the **John Rylands Library** in Manchester. Already a £8.5 million **Heritage Lottery Fund** has been secured. The library holds a million books including a 1476 **Caxton Chaucer**, the first book to be printed in England. Guess you can't take that out in your library ticket!

And the news from **xrefer** (<http://www.xrefer.com>) is that we have launched our own blog in collaboration with the library world's own blog celebrity, **Peter Scott** from the **University of Saskatchewan** <scott@lights.com>. I do hope you visit: <http://blog.xrefer.com>. 



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LinkFinderPlus Knowledge Base to reflect the library's holdings. The XML file was designed and built through a joint effort of **Endeavor** and **Serials Solutions**, drawing on **Endeavor's** knowledge of open technologies and **Serials Solutions'** expertise in electronic journal management. The XML file is now available from **Serials Solutions** for a minimal charge and can be used with **Endeavor's** most recent release, **LinkFinderPlus 3.0**. More information can be found at www.serialssolutions.com/dm/lfp and www.endinfosys.com/prods/lfpbatch.htm.

TDNet has reached an agreement to purchase **Journal Web Cite** and will take over the service contracts for subscriber libraries in the U.S. and Canada. **Journal Web Cite** has decided to pursue other business opportunities apart from the library marketplace. Payments made to **Journal Web Cite** will be honored by **TDNet** and service will continue under similar terms through the end of each customer's service period. For further information, contact **Mike Markwith** <michael@tdnet.teldan.com>.

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Rumors from page 12

EOS International has appointed former **Microsoft** executive, **Salvatore Provenza**, as Director of Sales and Marketing for the Americas and Asia Pacific Regions. **Mr. Provenza's** appointment expands EOS International's executive team and will drive the company's international growth, while strengthening the U.S. sales program of their library automation and knowledge management software solutions. **Provenza** brings over 20 years of extensive sales and marketing management experience to **EOS International**. In addition to his previous position at **Microsoft** as Regional Director for Africa, India and the Middle East, he also held key management positions at **AT&T Corporation**, as Director of Global Sales and Marketing, **NCR Corporation**, as Managing Director of NCR's Caribbean Operations, **Galileo International**, as Director of Global Sales and Marketing and most recently, Vice President and General Manager for **CAIS** Internet's software subsidiary, **CAIS Software Solutions**. **Mr. Provenza** graduated with honors from **Wright State University** and completed his graduate program in international management from the **University of California, Berkeley**. **EOS International** is a global library information management software and service provider with a client base of over 5,000 special libraries. A client-driven company nominated for a **Computerworld Smithsonian award**, **EOS** library automation software products (**EOS Q-Series(tm)**, **EOS GLAS®**, and hosted, **EOS e-Library Services(tm)**) serve the knowledge management needs of corporate, legal, medical, government and special libraries. <http://www.eosintl.com>

Without stronger proof that technology can transform teaching and learning, some teachers remain reluctant to integrate technological tools and content into the curriculum. So far, a comprehensive, scientifically grounded accumulation of such evidence is incomplete. To help fill the void, **Cable in the Classroom**, the cable industry's nonprofit education foundation, has selected three education/cable projects to develop and test unique approaches to professional development for teachers (**Hybrid Professional Development Opportunities for Teachers**), teaching history and civics (**Partnering to Create a Standards-based Social Studies Curriculum Using Broadband, Public Affairs Programming Content, and Videoconferencing Technology**), and physical science and social studies (**Courtroom Dilemmas: Cases for the Classroom**). For more information, visit www.ciconline.org

Speaking of which, a recent article in the *Chronicle of Higher Education* seems relevant—"New Allies in the Fight Against Research by Googling—Faculty members and librarians slowly start to work together on courseware" by **Scott Carlson**. It's about professors and librarians doing their best to keep "students out of the quagmire of misinformation known as the World Wide Web." **Ronald J. Granieri**, a history professor at **Furman University** says, "Students have this idea that there

is no difference between searching on the Web and searching in the library." He wants to introduce them to better sources of information than search engines. "It helps to get the library involved," he adds, "and to realize the full potential of course software." Many others are also quoted in this article including the **College of Charleston's** very own Dean of Libraries, **David Cohen** <cohend@cofc.edu> <http://chronicle.com> Section: Information Technology, v.49, issue 28, page A33 <http://chronicle.com/free/v49/i28/28a03301.htm>

The Association of Learned and Professional Society Publishers (ALPSP) has just released the second edition of **Serial Publications: guidelines to good practice in publishing printed and electronic journals** (2nd edition). By **Diane Brown, Elaine Stott and Anthony Watkinson**, ISBN 0907341225, this costs ALPSP members \$45 and non-members \$50. <http://www.alpisp.org/pub3.htm>

Information industry veteran **George Plosker** has launched a consulting group aimed at helping publishers and libraries develop marketing, product and service programs that improve alignment with their customers. **Mr. Plosker**, with more than 25 years of expertise in online databases and electronic content, is serving as the principal of **George Plosker and Associates**. "We're providing a service that's lacking in this increasingly competitive and complex marketplace—customer-centric consulting," said **Mr. Plosker**. "For an organization to succeed in this market it needs to take superior care of its customers and communicate its value propositions effectively. We'll help businesses and libraries achieve these goals through account development strategies and client, or patron, programs." Services available from **George Plosker and Associates** range from creating and executing customer or user satisfaction surveys to staff training and development. Product development and deployment consultation is available to publishers and other vendors, while libraries will be able to re-engineer their online reference services with support from the new group. **Mr. Plosker** is best known as a "super searcher," with extensive knowledge of premium subscription databases and Web services. His experience is diverse, spanning both "sides" of the industry—publishing and librarianship. Most recently, **Mr. Plosker** served as **Vice President of Content Support** for **Gale**, having spent several years with **IAC** before its merger with **Gale Research**. Before joining **Gale**, he spent 14 years at **DIALOG Information Services, Inc.** (now **The DIALOG Corporation**), where he founded and managed the company's Los Angeles office. Before his publishing experience, **Mr. Plosker** served as a business and general reference librarian and bibliographic instruction specialist at **San Jose State University**. He remains active in the library profession. A frequent and popular public speaker, **Mr. Plosker** is also widely published. **George Plosker and Associates** is based in California's Bay Area. Contact the firm via e-mail at <gplosker@attbi.com> or call **Mr. Plosker** directly at 650-631-9251.

This came courtesy of **liblicense** (what did we do without it?) and **Ann Okerson** <ann.okerson@yale.edu> as well as **Outsell**

www.outsellinc.com— "**Microsoft** Embeds Content Services in Office 2003 **Factiva**, **Gale**, and **Alacritude** (publisher of eLibrary) are among the content vendors that will take part in a plan to offer content services through the new version of **Microsoft's Office 2003 Suite**, which is currently in beta. Users of **Word**, **Excel**, or other applications in the Suite would be able to access the information services from a "Research Task Pane" integrated into all of the Office applications. Users will be able to highlight words or phrases, and launch into a search and retrieve results without leaving the application. This is the kind of integration with workflow that **XML-based services** make possible. As a practical matter, it speeds up a search launched from a document or a presentation. The deal also gets the names of these services in front of millions of Office users; that marketing and branding angle is likely the most important effect of this partnership. <http://www.outsellinc.com>

Presentations and minutes from both the general session as well as the library group discussions and interest group discussions are available on the **OCLC Website**. The theme of the three-day meeting was "**Libraries, Their Present and Future Global Environments: The Regional Context**" and featured a keynote address by **Ann Okerson** on "**The Effect of Consortia on the Library Environment**." <http://www.oclc.org/oclc/uc/meet.htm>

The **Institute for Information Law (IViR)** in Amsterdam, The Netherlands, is planning the **IViR International Copyright Law Summer Course** on all the important aspects of copyright law from 7-12 July 2003. Lecturers: **Dr. D. Gervais** (University of Ottawa), **Dr. L. Guibault** (University of Amsterdam), **Prof. P.B. Hugenholtz** (University of Amsterdam), **Prof. Ted de Boer** (University of Amsterdam), **Ms. Perlmutter** (AOL Time Warner), **Prof. P. Jaszi** (Washington College of Law), **Prof. V. Korah** (University College London). For further information, contact: email: <ivir@ivir.nl>. <http://www.ivir.nl>

Gardners Books, a UK wholesaler with over 15,000 customers in the UK and Europe, has joined **Lightning Source UK** as a channel partner for print-on-demand books. **Gardners** joins other companies already operating as **Lightning's** channel partners in the UK including **Amazon.co.uk**, **Bertrams** and **Cypher Library Supplies**. The **Lightning Source** distribution channel provides an efficient and cost-effective supply chain in the book industry for printing and distributing on-demand books. **Gardners Books** will be establishing a direct EDI ordering link with **Lightning Source**. When orders are transmitted to **Lightning Source**, books are printed on-demand using the latest digital print technology, with prioritized production service levels of 48-hours for paperbacks and 8-10 days for hardbacks. Spring 2003 is the 10th Anniversary of **Gardners Books'** move to Eastbourne. The family-owned business has developed into one of the largest UK book wholesalers, with sales in 2002 of £200m at retail value. For further information, see www.gardners.com.

The Business of Acquisitions—Working
continued on page 16

Together to Get It Done: Acquisitions Librarians As Collaborators will be an **ALCTS preconference** to the **2003 ALA/CLA Annual Conference** in Toronto, Friday, June 20, 2003, 8:30am-5pm. Managing library acquisitions while budgets are shrinking and formats are exploding requires new skills and services of acquisitions departments. In the 21st century, acquisitions librarians must be collaborators, not just accommodators. This preconference will explore new roles and responsibilities in the Digital Age. The content will focus on the need for developing collaborative relationships with book, serial and integrated library system (ILS) vendors, consortia, public services, collection development and data providers. The program targets experienced acquisitions librarians, but includes content that will be useful to new acquisitions librarians and collection development practitioners as well. Confirmed speakers include: Keynote Speakers: **Dan Halloran** (Blackwells Book Services) and **Joyce Ogburn** (University of Washington) as well as breakout sessions featuring **Chuck Hamaker** (University of North Carolina-Charlotte), **Julie Gammon** (Head, Acquisitions University of Akron), **Michael Zeoli** (YBP), **Jim Mouw** (University of Chicago) and **Jack Montgomery** (Western Kentucky University) to mention just a few. To register, see <http://www.ala.org/events/annual2003/registration.html>.

Heard from the splendid **Becky Lenzini** <rlenzini@charlestonco.com>. She said that Denver got the largest snowfall that they have gotten in 90 years. Gulp! Sort of makes me feel pretty stupid whining about 50 degree weather.

The hard-working **Edna Laughrey** <elaughrey@aol.com> wrote to ask me 1) how **Lisa German**—our guest editor for the February issue (have you read it yet?)—could possibly have a twenty-year-old daughter and look so young (I wondered myself! and originally thought it must be a typo!) 2) how I could only have one winter coat. (She has four plus she had a three-foot pile of snow in her driveway!.) What can I say... I guess Charleston weather has not been too bad after all.

It's official! The awesome **Miriam Gilbert** <mxgilbert2@aol.com> will be joining **Marcel Dekker, Inc.** in a newly created position—Assistant Vice President, Licensing and Consortia Sales. Miriam will continue to work from her Boulder-based office for this New York-based publisher to fulfill a global mandate.

And speaking of **Marcel Dekker**, we have word that the effervescent **Sandy Gersham** is now working there as well. And, be sure and see our interview with the awesome **David Dekker**, this issue, p. 54. It is definitely worth a read!

And, speaking of new positions, **Project Muse** has hired **Gina Calia-Lotz** as **Usability and Outreach Librarian**. Gina will be responsible for leading efforts to increase usage of the Project Muse collections, developing usability testing, outreach service, and user education services, assist in efforts to improve the interface and functionality of Muse and to analyze

usage and user trends to support planning and development. Gina was formerly a reference librarian for **Loyola College/Dame Library** in Maryland where she designed and taught workshops for course-related library instruction, created print and electronic education guides, carried out usability testing, and conducted outreach to faculty and users. Gina will report to **Muse Metadata Librarian, Elizabeth Brown**. muse.jhu.edu

ProQuest Company (NYSE: PQE) has appointed **Ron Klausner** as president, **ProQuest Information and Learning** effective April 2, 2003. Prior to joining ProQuest, Mr. Klausner had been with **D&B** (formerly known as **Dun & Bradstreet**) for 27 years, and was a member of the company's Leadership Team. Most recently at D&B, Klausner served as senior vice president, U.S. Sales, leading a segment with more than \$900 million in revenue. Previously, Klausner led global data and operations, and customer service, providing business-to-business, credit, marketing and purchasing information in over 200 countries. Ron also brings extensive global experience, having served as president of Asia-Pacific/Latin America operations. At **ProQuest**, Klausner will report to **Alan Aldworth**, president and chief executive officer of **ProQuest Company**. Mr. Klausner received an MBA in accounting from **New York University** and a bachelor's degree in economics and math from **Queens College**. With the completion of the hiring of the new management team, **ProQuest's Information and Learning** reporting segment is now comprised of two market-focused units. **The Information and Learning** unit is headed by **Ron Klausner**, and is focused on the library and corporate reseller markets. **The Education unit**, run by **Al De Seta**, is focused on the classroom market. www.il.proquest.com

This is excerpted from **PW Newsline** under **Jim Milliot's** byline, March 20, 2003—Although publishing accounted for only 3.5% of **Barnes & Noble's** bookstore sales of \$3.85 billion in 2002, the subject was much on the minds of analysts and company CEO **Steve Riggio** in a recent conference call to discuss 2002 results and look ahead to 2003. **Riggio** said publishing remains a "key element" in the company's growth plans, noting that B&N will roll out six new programs in the second half of this year. The chain's bookstore business, meanwhile, shows signs of slowing the rapid growth of the last few years — **B&N** said it will open 30 to 40 superstores this year after opening 47 in 2002. <http://article.publishersweekly.com/UM/T.ASP?A12.104.914.1.200673415>

And the always working **Tom Leonhardt** has issued a **Call for Authors**. If you are interested in contributing to **A Handbook of Electronic and Digital Acquisitions**, to be published in 2004, please call or send him an email at **Thomas W. Leonhardt**, Director, Scarborough-Phillips Library, St. Edward's University, 3001 South Congress Avenue, Austin, Texas 78704-6489. Phone (512)448-8470. <leonhard@libr.stedwards.edu>

Taylor & Francis Group plc has agreed to acquire the business and assets of the **CRC Press group of companies** ("CRC"). The cash consideration of \$95 million (£60 million) is

payable from Group cash resources and banking facilities. Founded nearly a century ago **CRC** is a publisher of professional reference books and journals and other subscription products in the specialist areas of science, engineering, and medicine. **CRC**, which has a number of well known imprints including **CRC Press** and **Parthenon Publishing**, publishes 32 journals and 350 new book titles per year and has a backlist of over 6,000 book titles. **CRC** is being sold by **Information Holdings Inc.**, its New York Stock Exchange quoted parent. **CRC** employs around 250 staff and has offices in Boca Raton, Florida, New York City and Washington D.C. in the US and in London and Lancaster in the UK. **CRC's** turnover for 2002 was \$51.7 million (£32.7 million) producing an operating profit before goodwill amortization of \$8.7 million (£5.5 million) and profit before tax of \$6.8 million (£4.3 million). Net assets at 31 December 2002 were \$43.1 million (£27.3 million) including goodwill and other intangible assets of \$28.2 million (£17.8 million). The acquisition of the **CRC** titles is consistent with **Taylor & Francis'** stated strategy of growing its portfolio of "must have" information through well-planned organic development and selected earnings enhancing acquisitions in the consolidating STM publishing market segment. Following the acquisition **Taylor & Francis** will publish 803 journals, 2,300 new book titles per year and have a backlist of over 26,000 book titles. For further information, visit <http://www.thebookseller.com>. <http://www.tandf.co.uk/finance/pdf/CRCAcquisition.pdf>.

Was just browsing through the **Publishers Association of the South Newsletter**. The **Publishers Association of the South** was officially organized in 1985 to advance book publishing in the region. The purpose encompasses education to heighten the professionalism of members, and communication with booksellers, libraries, and the media to expand awareness of the diverse variety of books being published. <http://www.pubsouth.org/>.

From **UKSG News—The Follett report** from the **Research Support Libraries Group** on a strategy for delivery of research information support systems within the UK has been e-published. Concerned about the long term implications of electronic delivery and the corresponding cost increases in print material, the Group's main conclusion is that a new body should be set up to lead and coordinate the provision of research information in the UK. http://www.biblio-tech.com/UKSG/SI_PD.cfm?PID=10&ZID=581. http://www.biblio-tech.com/UKSG/SI_PD.cfm?PID=10&PID=581.

Kluwer Academic Publishers (KAP) has just launched **Kluwer Wireless**, a new online service devoted to wireless research and development. This digital library offers over 40,000 pages of peer-reviewed research authored by international researchers and scientists in the field of wireless. Information is categorized and sorted by independent wireless consultants according to the needs of research professionals. www.wirelessOIS.com. www.kluweronline.com.

Got an email from the incredible **Ron**
continued on page 18

<<http://www.against-the-grain.com>>

REMEMBER WHEN?

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Print Versus Retention from page 1

Robert Alan and Nan Butkovich explore this issue from both the library technical and public services perspectives. They describe a transition period for libraries as we allocate an extensive amount of resources to manage both print and electronic resources at the same time. They argue that electronic access is good for our users, but is complicated, costly and time consuming in terms of management. They refer the reader to specific options that the **Pennsylvania State University Libraries** is taking while learning how to better manage their growing electronic collection.

I saw a common theme throughout these papers and that was the concern over the financial implications of print versus electronic. Many of the papers focused on money. As our libraries and institutions struggle with budget reductions, I think this factor will take on an even greater significance in how we view our collections and what we decide we can afford to retain in terms of redundancy among print and electronic collections. 

Rumors

from page 16

Chepesiuk <dmonitor1@yahoo.com> (I wonder if he ever stops!). He was writing from **Bangladesh** where he is a **Fulbright scholar** in journalism. He is getting a close up look at the War. **The Daily Star**, the **New York Times** of

continued on page 28

Collaborative Print Retention Pilot Projects

by **Thomas A. Peters** (Committee on Institutional Cooperation)

Introduction

Although people have been retaining print since incunabula were pups (or pulp), suddenly print retention is a hot topic. **Reilly** (2002) describes it as a "crisis in collection storage." **DesRosiers** (2002) notes, "Librarians are joining up with colleagues at neighboring institutions to develop joint collections, to undertake local deduplication projects, to assign 'last copy' responsibilities among themselves and to develop joint storage or shelving facilities."

Why has print retention become one of the burning issues of our time? It reveals our current cultural schizophrenia. On the one hand, electronic publishing has caused some educated people to denounce digital content and reaffirm their love of print. On the other hand, certain types of printed publications, such as reference books and scholarly journals, have become problems for academic libraries. **Kaufman** (2002) notes, "...the artifacts of paper-based communication are piling up in our libraries and are becoming an ever more expensive problem." Many users seem to prefer—or at least accept—electronic versions of some publications, so libraries, in a general bind for resources and space, see some value in an orderly retreat from printed journals. If not already the case, soon we may face situations where many libraries find themselves investing in print journal collections at levels out of kilter with the value and use their users place on printed information. Retaining print may become a dubious activity open to challenge from users, parent organizations, funding agencies, and fellow librarians.

Although everyone knows a printed document when they see one, the meaning of committing to retain a collection of printed documents is open to interpretation. The notions of light and dark archives come into play, as well as centralized and decentralized archives. The terms of commitment need to be articulated. The need for a coordinated print retention strategy is palpable. A report from the Center for Research Libraries Collection Assessment Task Force, chaired by **Ross Atkinson** from **Cornell**, notes, "The primary reasons for retaining paper copies will probably be (a) for occasional access to older materials that have never been digitized, (b) as paper back-ups (safety copies) of items that have been digitized, (c) for the opportu-

nity to re-digitize materials, as needed, from the originals, and (d) for artifactual purposes."

This article describes three projects involving collaborative attempts to address the print retention problem. All three focus on the orderly retention of printed versions of journals for which e-versions exist.

Committee on Institutional Cooperation

In June 2000, discussions began in the **Committee on Institutional Cooperation (CIC)** about developing policies for the retention of printed copies of journals available electronically. The Collection Development Officers and Electronic Resources Officers created a Format Duplication Task Force with the following goal: "Create a fair and reliable mechanism that will allow **CIC** libraries to cancel print copies of titles available in electronic format and insure one print copy of each title is retained in the consortium for research and archival purposes." **Bonnie MacEwan** (**Penn State University**) and **Lou Pitschmann** (then at the **University of Wisconsin-Madison**) initially led the group. **Ed Shreeves** (**University of Iowa**) and **Carole Armstrong** (**Michigan State University**) later took the lead.

In late 2000, **Jan Palmer**, a U. of **Michigan** post-doc, analyzed current practices, discussions, and policies regarding print retention at **CIC** member universities. When asked whether or not a **CIC** collaborative print retention project would make local decisions to cancel print subscriptions more feasible, eleven of the respondents indicated that a consortial initiative would be at least somewhat beneficial. One collection development officer, however, cautioned that faculty opposition to the remote storage or cancellation of printed journals could become inflamed by the added concept of sharing archiving responsibilities with other **CIC** member universities.

In December 2001, a project proposal was submitted to the **CIC** Library Directors, with copies to the Technical Services Directors, Public Services Directors, the Preservation Officers, and the Interlibrary Loan Directors. The proposal noted that the archiving of and long-term access to e-versions of scholarly journals were not sufficiently mature and robust. "The archiving of elec-

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Electronic-Only Versus Print... from page 26

nevertheless be critical for a small, specialist department? Solutions to these issues are driving librarians further towards an online-only environment.

These changes will increasingly rebound onto the business models of the publishing community, who will need to have a much clearer focus on the implications of signing consortial deals, or deals with aggregators, which may undermine their existing revenues.

New Publishing Models

In addition to the pressure put on print acquisition by the consortial site licence and the benefits of bundled e-only extra titles, the shift in the print-electronic ratio has also to take into account the growing body of born-digital information — both commercially and non-commercially produced — which is now available to the library.

The steady launch of new e-only titles by commercial publishers, scholarly societies, alternative publishers, and other bodies, has produced a significant body of purely digital content, with e-only titles often exploiting the speed and flexibility of the electronic medium, through the inclusion of multimedia components, and by the immediate posting of articles on acceptance for example.

The number and quality of e-only journals and e-print repositories varies by discipline. It is also the case that the broader scholarly communication system will take time to integrate this literature more fully into the information services that support the discovery of and access to research literature, including the abstracting and indexing services, citation analyses, online catalogs, and other resources. Nevertheless, there has recently been a discernible increase in the number of e-only journals being indexed by major indexing services.

Moreover, collection development has extended beyond the formally published literature. The "informal" literature, such as open access publications and e-print repositories, has become increasingly important within certain disciplines, and there are now in place a number of nationally co-ordinated initiatives making seed-funding available to support the development of a new information infrastructure amongst research libraries, universities, museums and other scholarly and research bodies.

Currently, there are now over 120 "data providers" or e-print repositories registered on the **Open Archive Initiative** site, and service providers, which harvest and aggregate records from these repositories, estimate that they regularly harvest over one million records from distributed e-print archives and other repositories, with many additional projects being undertaken by libraries, laboratories, faculty, museums and heritage institutions.

Libraries are now in a position where they are looking to provide access to material and resources they may not actually have purchased and which they may not host locally. It is also the case that some will be taking on a new role, running and maintaining a research repository on behalf of their institution, and taking responsibility for the curation of the digital research and educational output of its members.

User Preferences

This is not to say that there is no demand on the user's part for print. On the contrary, the pace of change is highly variable: while we have seen some highly sophisticated electronic resources becoming established in certain disciplines, other subject areas have seen much lower levels of development, with corresponding differences in expectations and preferences amongst user groups.

Recently, the **Digital Library Federation (DLF)** and **Council on Library and Information Resources (CLIR)** commissioned **Outsell, Inc.**, to undertake a study of some 3,000 undergraduates, graduate students, and faculty members from a range of academic institutions.

They found that at the current time, "most faculty, graduate students and undergraduates seem to prefer a hybrid information environment in which information in electronic form does not supplant information in print but adds to the range of equipment, resources, and services available to teachers and students." (Source: **Amy Friedlander**, *Dimensions and Use of the Scholarly Information Environment: Introduction to a Data Set Assembled by the Digital Library Federation and Outsell, Inc.* Washington, D.C.: Council on Library and Information Resources, 2002, <http://www.clir.org/pubs/abstract/pub110abst.html>.)

While respondents may make use of a mixture of print and electronic materials in their reading, it has become apparent that they have become fully accustomed to discovering and locating that content online. The individual user

has assumed more responsibility for article discovery and retrieval in recent years, and is making use of a wide range of automated search engines and navigational tools including links from citations in journals, A&I databases, online library catalogs, Web directories, subject-related Web pages, and Internet search engines. Nearly all respondents in the survey answered "online," when asked how they set about discovering relevant information.

Evidence shows however, that in the vast majority of cases the user prefers to actually read the content on paper: over 90% of the respondents to the **UK's 2000 Super Journal** project printed out electronic articles locally for subsequent review. Maybe the electronic environment is merely moving the print function from the publisher to the library or institution.


Shift in the Print-Electronic Ratio

While e-collections have many advantages associated with them, there is still concern within the community about the absence of a solution to the problem of archiving. Digital preservation and guarantee of perpetual access will be needed if libraries are to migrate to online-only collections of content in the longer term, but the costs involved are beyond the resources of almost all individual libraries.

The area of archiving is being addressed, within the library community itself, by publishers and intermediaries, and by central public or national libraries. With a number of pilot projects and programs in place, there is growing confidence that solutions will be found in the course of time that will enable a more widespread development of electronic-only collections.

The library's role is evolving. Traditionally, to satisfy current and future user demand, libraries have maintained core collections, and title selection, collection and archiving have been fundamental to the role of the librarian. More recently, however, print has become an element of a broader spectrum of resources, both owned and licensed, both hosted and accessed remotely, some of which may be purchased, some of which may be available for free, but for which the library nevertheless takes on managerial responsibility for its users.

While print will always have a place within the library's collection, there are, in conclusion, a number of factors that are impacting directly on the ratio of print to electronic resources. With increases in electronic purchasing looking set to continue, and solutions to archiving and preservation under development, it is likely that more and more libraries will start to cut down on duplicate print/electronic collections, in favor of online-only collections.

In part, this will be to ensure access to holdings is maximized for an increasingly dispersed user-base. However, it is also a priority for many institutions to make savings by eliminating duplication and reducing storage, binding and space costs. Lastly, libraries need to ensure they are in a position to service their users' requirements for the growing body of born-digital research by developing core capabilities in the management, integration and presentation of online information. 

Rumors from page 18

Bangladesh, did a big interview with him. . Go to <http://www.dailystar.com/magazine>. Look up "interview."

The **Association of Research Libraries** has published its **Annual Salary Survey**. The report analyzes salary data for all professional staff working in the 124 ARL member libraries during 2002-03. Data were reported for 9,469 professional staff in the 114 ARL university libraries and for 3,804 professional staff members at

the 10 non-university ARL institutions. The university population is generally treated as three distinct groups: staff in the general library system, staff in the university medical libraries, and staff in the university law libraries. The 2002-03 data show that ARL librarians' salaries are barely keeping up with inflation. The combined median salary for U.S. and Canadian ARL universities was \$51,636, an increase of only 1.8% over last year. The Consumer Price Index in the U.S. increased by 1.5% last year and in Canada by 2.1%. The **ARL Annual Salary Survey**

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lowing for efficient and fluid communication at all levels.

Steps in Effecting Organizational Change:

In order to change an organizational system, you must first make an honest and accurate assessment of the current situation. Any manager or group must recognize all of the positive and negative qualities, abilities, and skills that are present. An organization must acknowledge where the positive and negative elements reside in the system, and must be committed to trying new ways of doing things. If necessary, some institutions call in consultants for an unbiased assessment and others form committees to evaluate themselves. If the organization is clearly dysfunctional, a consultant is recommended in order for an objective, factual view to be gleaned. This can be combined with an internal "audit" so that comparisons of perspective can be made and differences of opinion can be discovered.

Second, an organization must work to develop realistic goals and objectives. Our library had each departmental staff develop goals and objectives after reading and understanding the overall goals and objectives of the University and Library. Each person was encouraged to ask themselves the following:

"How can we contribute to the overall 'raison d'être' of our place within the organizational whole?"

"How can I contribute to the betterment/success of the department as a whole and how do I define our function within the system?"

As individuals became personally involved with this issue, there were many more contributors than before. People were encouraged to speak up. We wanted the staff to understand that they, in part, controlled and were responsible for their destiny and the Library's reputation and functionality.

We expanded our procedures and decided how we could possibly change to become more efficient. To this end, "quality circles" were developed between departments. For example, when workflow was discussed, everyone in-

volved in its completion was present to examine ideas and propose changes. As a result, we found a great source of creativity in our midst with many constructive ideas for change. We found policies changing, workflows becoming more streamlined, and people becoming more integrated with each other and their work. The quality circles became a source for communication that continued as an organization dynamic. There were both internal and external newsletters available to allow staff members to be involved in organizational projects. Our system not only allowed for free expression of issues, but provided a positive view to patrons and prospective donors of our willingness to focus on developing a positive and productive institution. We developed into an institution on the "cutting edge" of technology and "information brokerage." We established a "Staff Concerns Committee" to handle internal problems, developed creative idea circles, and established an Administrative Council to broaden decision-making and the consultative structure. We succeeded in petitioning for adding a support staff to that Council (which brought favorable results). Everyone in the institution was now represented by some form of action group.

Our next step was to form a "Staff Development Committee/Group." This group would promote the professional and personal development of every staff member. Monthly meetings brought in speakers on various subjects of interest to the staff (ideas were from the staff). The first statewide "Staff Development Conference" was organized and hosted by our library. The response from all over the United States was wonderful and our staff was able to present one-on-one sessions for the attendees and help introduce them to new technology. Our library was able to exhibit pride in their knowledge and skills and the organization's morale soared, as it was a joint effort. The Committee also established a series of lectures from each departmental and branch area on "Why people should work for them!" This was the beginning of a creative cross-departmental training arrangement open to anyone in the library. A staff member could contract with an area they wanted to work in and their own, to work for a set number of hours per week (10-20 hours) for a given length of time (say 3-6 months). They would be trained in the new area and evaluated on their work in that area alone, but also evaluated on

the extent of hours they maintained in their own original areas of work. Each department received their time which was contracted, and evaluated on that basis only. The administrative office figured out their rating with the combination of evaluations and sent that on to personnel. We found both professional and support staff taking advantage of this opportunity and some people actually finding areas of interest they had not previously known. Some changed their professional aspirations and some actually changed their positions permanently in the system and were happier. Why not make the best use of your staff? Why not offer them a chance to be better trained staff members? Happy campers are very productive people!

Now, I must revert to the beginning when I talked about the new Director coming into a dysfunctional system. One of the thoughts I tried to drive home in our initial meetings was that the professional staff was not trained to be supervisors. They were as uncomfortable with the situation as the staff under them. We all seemed to be treading water in this area. Could the Library help this situation? The Director arranged with the University to provide a week-long session off-campus. The Personnel Division gave instruction on how to be a supervisor, Dos & Don'ts, with practice situations. The Director provided her philosophy of what she wanted to do with the system, and where she envisioned us going. The results were marvelous. We had managers/facilitators that were more visible, approachable, listened more, and leaders that we desperately needed. The philosophy became more accepting of us as workers, and we found the atmosphere more collegial. We helped the supervisors find new ways to utilize the talents and interests of the professionals. Some established new databases for the University researchers, some worked on bibliographic/collection building teams with other internal and external representatives, and some taught us new skills.

Our example of need for change was certainly an extreme case, but our ways of dealing with those needs could apply to any institution. Our goal is to provide the most correct, efficient and timely access to information possible to our patrons. If we do this in an environment of positive teamwork, we are more apt to complete our mission and be proud of the results as well as ourselves for a job well done. 🍌

Rumors

from page 28

2002-03 analyzed salary data from a number of different perspectives, including race, ethnicity, and gender. Minority librarians comprise only 12.4% of the professional staff in U.S. ARL university libraries; the number of minorities in managerial or administrative positions is even lower. Women comprise 69.3% of minority staff members. Gender-based salary differentials continue. The overall salary for women in the 114 ARL university libraries is 94.1% of that paid to men; this figure compares to 94.2% in 2001-02. While the data shows a marked closure of the gender gap in ARL libraries over the

long term—in 1980-81, women in ARL libraries made roughly 87% that of men—it also raises the possibility that the closure has peaked, and that a five or six percent gap between men's and women's salaries may persist. Other characteristics of ARL university libraries, such as size, public/private status, and location were also significant determinants of salary. Overall, a pattern appears to persist of libraries' proportion of materials and operating expenditures increasing faster than salaries. <http://www.arl.org/pubscat/order/>.

There are so many Rumors out there! But, since we started with a Tony Ferguson Rumor <ferguson@hkucc.hku.hk>, I thought it would be symmetrical to end with one. I asked Tony

of all this respiratory disease out of Hong Kong has affected them over there at the Hong Kong University Library. Here is what he wrote back: "Indeed we have purchased masks for all to wear as an option (smile drawn on the mask to reduce the scare factor). Chinese U has closed their medical library. Their staff are wearing gloves and masks. The hospital with the most cases is quite near their medical school. Melenie Hawks and Barclay Ogden are the brave trainers. We did lose two participants from Taiwan and Singapore each due to the fear factor. Anytime anyone sneezes everyone runs. But we are ok." Anyway, HKU is holding their first annual library leadership institute the end of March. Life marches on. Be safe, Tony! 🍌